

OPEN ENROLLMENT 2004  
Primary Care Physician (PCP) IDs

CONTENT AREA  
PCP ID

ISSUE

When making Open Enrollment elections, can employees and retirees use the PCP IDs found in the network provider directories and websites or do they need to use only the PCP IDs found under the physician search at [www.benefitoptions.az.gov](http://www.benefitoptions.az.gov)?

ANSWER

**Employees and retirees must ONLY use the PCP IDs found under the physician search at [www.benefitoptions.az.gov](http://www.benefitoptions.az.gov).**

To help ensure employees and retirees are entering the correct PCP ID, ADOA will be implementing a page to verify PCP IDs before individuals begin their enrollment process. This page will be found when clicking on the Open Enrollment button on [www.benefitoptions.az.gov](http://www.benefitoptions.az.gov). Individuals will be given the opportunity to enter and verify a PCP ID or to bypass the function if they are selecting a PPO or wish to have a PCP assigned for them.

ADOA is working on a process to notify members who entered an invalid PCP ID that they must reenter their PCP ID or a PCP will be assigned for them.

ISSUED

August 18, 2004